

Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

TTY
800-416-5289

Education and Outreach
360-664-1110

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable, and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information
360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



Telephone Assistance Program

The Washington Telephone Assistance Program (WTAP) provides assistance to low-income households, including many senior citizens, who are without telephones. WTAP is designed to make sure low income families throughout the state have affordable telephone service.

Cheaper Installation

WTAP pays for some or all of the cost to start your phone service if there is already a phone line going into your home.

No Deposit

You will not have to pay a deposit when you sign up for the WTAP program.

Low Monthly Charge

Basic local phone service is \$8 a month plus taxes and fees. WTAP pays for only one local phone line per household. The assistance program does not pay for long-distance calls or optional services such as Call Waiting and Caller ID, and Voicemail.

Stand-Alone Voicemail

For people who cannot get local phone service, WTAP also provides a voice mailbox service.

How Do I Know if I Qualify?

You qualify if you receive any financial assistance from the Department of Social and Health Services (DSHS), such as:

Temporary Assistance to Needy Families
Food Stamps
Supplemental Security Income
Medical Assistance
Refugee Assistance
DSHS Chore Services
Community Options Program
General Assistance

Washington Telephone Assistance Program

Am I Eligible for Tribal Lifeline and Link-Up Programs?

If you live on a federally recognized reservation, you may be able to save even more money on your phone bill through the federal Tribal Lifeline and Link-Up programs. Call your local phone company to find out if you qualify for this program.

How Do I Sign Up?

To apply for WTAP, the adult receiving benefits should call their local telephone company. You will need your DSHS client identification number. If you have any problems, call the toll-free number below.

For More Information

If you have questions about your DSHS benefits or client identification number call 1-800-700-8880

If you need help signing up for the WTAP program call UTC 1-888-WUTC (9882) or visit www.utc.wa.gov.

Having Problems with Your Telephone Company? Call the Commission.

Commission staff are always ready to answer questions about regulated companies. We can help you with problems regarding their service and rates. Please try to resolve your complaint directly with the company first. If you feel you have given them adequate time to correct the problem, and you are still not satisfied, call the commission for help at 1-888-333-WUTC.